

Question on Notice

No. 1576

Asked on Thursday, 11 December 2025

MS C MCMILLAN ASKED THE MINISTER FOR HOUSING AND PUBLIC WORKS AND MINISTER FOR YOUTH (HON S O'CONNOR)—

QUESTION:

With reference to a number of constituents that are concerned about a housing tenant who is believed to be experiencing an ongoing mental health crisis and whose concerns have been reported to the Buranda Housing Centre, with no obvious support or intervention provided—

Will the Minister advise what is being done by housing centres, and more broadly the department, to assist public housing tenants facing ongoing mental health issues?

ANSWER:

I have received a briefing on the situation I believe the Member is referring to and I am comfortable with the response our hardworking Housing Officers have delivered. From the advice I have received, I reject the Member's assertion that support has not been provided by our Housing Officers.

The Department of Housing and Public Works provides housing to some of the most vulnerable people in Queensland including those who are often engaged with multiple human and health services due to having complex needs or requiring additional support to sustain a successful tenancy.

Department policy, practice and training material guide staff to assist public housing tenants facing ongoing tenancy matters, including those experiencing mental illness.

The department works with and provides referrals to government and non-government agencies such as Queensland Health to provide integrated service responses for tenants facing challenges in sustaining their tenancy, including those experiencing mental illness.

The department provides funding to Specialist Homelessness Services (SHS) who assist people at risk of homelessness to maintain their tenancies and stay in their homes, including social housing tenants. SHS through a case management approach may connect tenants to mental health services where appropriate.

The department also provides funding under the Service Integration Initiative to Service Integration Groups in Brisbane, which tenants can be referred to. Service Integration Groups work across housing, homelessness and broader social services, including health services to develop Service Integration Plans for clients to support them to obtain and sustain housing and support and improve their life outcomes.

I encourage the Member to actively engage with her local Housing Service Centre (HSC) to address future concerns. As is available to all Members of Parliament, my office would be happy to provide the Member with the direct contact details of the Area

Manager should she not have these already. I would also be happy to facilitate a visit for the Member to the HSC to see the work our Housing Officers do firsthand.